

Tranquillity Neighborhood Library

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Tranquillity Neighborhood Library

Plan of Service

I. Executive Summary

The existing 540 square foot Tranquillity Neighborhood Library is severely undersized and unable to meet the most basic service needs of community residents. Collections have reached capacity and cannot be expanded to meet the important needs of residents. Larger collections for children, for K-12 students, for Spanish speakers and English learners are critically needed but shelving constraints prevent expansion. Seating is almost non-existent, with one 4-place table and one bench in the children's area that will seat a maximum of two people. The existing library offers two computers for public access that are in constant use all hours the library is open. There are too few computers to give students sufficient time online to complete writing assignments and research. Several important needs identified during the community needs assessment cannot be met in the existing library. There is no meeting room or separate space to provide homework assistance, literacy tutoring, family literacy programming, job and career coaching, ESL and other alternative education classes for adults.

To be effective, the Tranquillity Library will provide a focused service program to meet community library service needs. The service program will be designed and implemented to support the needs of both English speaking and Spanish speaking residents.

The Public Library Association's *Planning For Results* process offers a framework that enables libraries to create a focus for their resources and thereby enhance their effectiveness. The Tranquillity Neighborhood Library will provide a focused service program to meet the specific needs of residents within the Planning for Results framework while sharing in fulfilling the jurisdiction-wide service goals of the Fresno County Library. The following six (6) service responses for Tranquillity address the needs expressed by residents during the needs assessment process.

Primary Service Responses

1. Formal Learning Support, to help students enrolled in a formal program of education to attain their educational goals. The new library will provide a dedicated Homework Center in the meeting room space to support the academic needs of K-12 and adult students. The Center will feature: ample seating for individual or small groups; 4 computers with a range of electronic resources; textbooks and print material aligned with school curriculum and classes on effective use of library resources for research and enrichment. Golden Plains Unified School District staff will supervise K-12 homework activities and lead volunteers in assisting studies with their study needs. Volunteers will also be recruited to assist adult students.
2. Basic Literacy, to address each resident's need to read and to perform other essential daily tasks. A Family Literacy service focus will be created in the new library with emphasis on reading and writing proficiency in English and sustained family learning activities in the home. The services that will be provided include: a multi-format literacy collection for all ages, electronic resources, ESL materials, alternative education classes through the school district, volunteer literacy tutors/coaches, programs for teen parents and their children, outreach to preschool children and families and family programs.
3. General Information, to help meet each resident's need for information and answers to questions on a broad array of topics related to work, school, and personal life. Tranquillity

residents have little access in their community to a variety of informational materials and programs that will enhance their quality of life. In the new facility, service hours will be expanded to meet the needs of children and adults, the materials collection will include a broad range of non-fiction subjects in both English and Spanish. Electronic resources including computers with Internet access, library on-line catalog, subscription databases in both English and Spanish and web links will improve information access. Programs will include a range of information and computer literacy classes for all ages, and classes on specific resources for Spanish speakers and seniors.

4. Current Topics and Titles, to help fulfill residents' appetite for information about popular cultural and social trends and their desire for satisfying recreational experiences. Services in the new library will support the recreation and enrichment needs of all ages. A broad collection of popular fiction and non-fiction titles will be provided, in English and Spanish, for all ages. The periodicals collection will be expanded and comfortable seating will invite residents to browse and read in the library. Audiovisual formats will be expanded and equipment available to enjoy these materials in the library. A variety of recreational programs will appeal to children, teens and adults. Recreational programs will encourage sustained reading for enjoyment and enrichment.

Secondary Service Responses

1. Commons, helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues. There is no publicly available space in Tranquillity for community members to hold meetings or events. A dual use Meeting Room/Homework Center will be provided in the new library for use by community members at no charge. Appropriate seating and multimedia presentation equipment will facilitate multiple uses. An adjacent kitchenette and outdoor area will enable light refreshments to be served and invite residents to socialize.
2. Business and Career Information, addresses a need for information related to business, careers, work, entrepreneurship, personal finances, and obtaining employment. Business and Career services will focus on resources and programs to help residents improve basic job search skills, access job training opportunities and make informed career choices. Resources to support small business development will be a focus as well. Services will include: a multi-format collection in business and career subject area; electronic resources on job and career topics, free classes on job search strategies, and programs of college and vocational choices and business related topics.

All resources, services and programs provided at the new Tranquillity Neighborhood Library will be supported by Central resource staff, centralized collection development, jurisdiction-wide technology planning and program development.

II. Mission Statements

A. Fresno County Public Library Mission Statement

Your Fresno County Library provides books, technology, programs, services and more to inform, enlighten, and entertain people of all ages.

Vision Statement

Fresno County residents of all ages will have free access to library services and materials to enhance the quality of their lives and further life-long learning.

B. Golden Plains Unified School District Mission Statement

The Golden plains Unified School District Office is committed to providing professional, courteous service and support to our valued students, dedicated staff and our community.

III. Goals, Objectives and Service Indicators

The Fresno County Library has established long range goals and objectives for facilities, and services that respond to the needs of county residents. Each branch library shares in fulfilling the mission and goals of the parent organization. Service goals for the Tranquillity Library incorporate both countywide and focused services identified during a through community needs assessment. The Tranquillity Neighborhood Library Plan of Service includes four primary service responses and two secondary responses as defined by *the Public Library Association's Planning For Results* process. The following PLA service responses provide a basis for the resources that will be provided in the new Tranquillity Library.

A. Formal Learning Support

The most critical library service need that emerged through community focus groups, town hall meetings and interviews was the lack of support for students at all levels- from kindergarten through adult education. Students need local access to resources for school assignments, research and to improve English language and reading proficiency. A designated physical space with appropriate seating and equipment is needed for students to work on assignments either individually or in groups.

Goal # 1: Tranquillity residents who are students in formal learning programs will have access to appropriate library space, seating and a supportive learning environment for their studies.

Objectives

Provide a dual-use Meeting Room/Homework Center that will support the academic needs of students and provide free space for community programs and events. The Homework Center will be reserved for K-12 students' study needs after school on weekends and during vacations. The center will be available for adult students for classes and study when not in use by K-12 students. The Homework Center will be used at least 80% of open hours.

Provide appropriate seating and ample space for individual or group study activities. The facility and seating will be ADA compliant to accommodate the needs of disabled students.

Provide presentation equipment, such as an LCD projector and Public Address system, to enhance learning and facilitate interactive workshops and class offerings.

Service Indicators

Homework Center use statistics for study activities/classes.
Service rating by users on a customer satisfaction survey.

Goal # 2: Tranquillity residents of all ages who participate in formal learning programs will have access to relevant materials and resources to support their academic goals.

Objectives

- Provide a collection of K-12 curriculum support resources in print and non-print formats. The collection will include multiple copies of core titles which are aligned with California contents and curriculum standards.
- Provide 4 dedicated computers in the Meeting Room/Homework Center.
- Provide at least one copy of authorized K-12 textbooks (supplied by the school district) for in-house use.
- Provide sufficient quantities of reference and non-fiction circulating materials in both English and Spanish to support academic programs.
- Provide a variety of electronic resource to support the academic goals of students. Resources will include the library on-line catalog, Internet access, productivity software, content specific web pages and links.
- A real-time subscription homework help service (i.e. tutor.com), periodical indexes, and databases appropriate for K-12 students (i.e. EBSCO Middle Search and Primary Search) will be provided.
- English as a Second Language (ESL) and literacy tutorial resources will be provided for all ages.
- Provide research tools for all ages such as pathfinders, booklists, and in-house displays which guide students to relevant print and non-print resources.
- Provide on going purchase, evaluation and maintenance of the collection to meet current needs.

Service Indicators

- Annual percent of change in use of targeted subject areas
- Number of computer use sessions
- Number of searches on curriculum related databases
- Number of interactive homework help sessions

Goal # 3: Residents will have access to convenient library hours, trained staff and a variety of services and programs to support their academic pursuits.

Objectives

- Provide library hours after school, in the evening and on weekends. Library hours will be evaluated bi-annually and adjusted to meet changing needs of the community.

- Provide trained staff to answer reference questions and assist students in use of curriculum and general library resources. Bilingual staff and volunteers will be recruited to assist Spanish speaking patrons.
- School district staff will supervise K-12 Homework Center operations and assist students with assignments and library research. District staff will be cross trained to provide general library circulation and readers' advisory services as needed.
- Recruit and train adult and teen volunteers to assist students of all ages with homework assignments, literacy skills and research needs. District parents/caregivers will be encouraged to participate through collaborative recruitment with the school district.
- Trained librarian and paraprofessional staff will provide appropriate instruction to students, 3rd-12th grades and adults, on the library catalog, databases, research strategies, and other library resources. Instruction will be offered in-house and at school sites.
- Trained librarian and paraprofessional staff will provide a range of information and computer literacy classes targeting middle school through adult students to promote thoughtful and analytical use of library resources. Sessions will be scheduled at flexible times to accommodate children and adults.

Service Indicators

- Number of staff assisted reference transactions
- Number of volunteer hours
- Number of classes on library resources and attendance
- Number of use sessions on tutorial web sites/databases

B. Basic Literacy

The majority of Tranquillity adults are Hispanic agricultural workers who have low educational attainment and limited English language skills. A high percentage of K-12 students are English learners or have limited proficiency in English. Community input identified a critical need for literacy resources for all ages that include ESL and one-on-one tutoring in basic reading and writing.

Goal # 1: Tranquillity residents of all ages will have access to a learning environment, specialized materials, and trained volunteer tutors to help them read and write so they can achieve their goals as parents, employees and members of the community.

Objectives

- Reserve the Meeting Room/Homework Center for adult school classes during late evening or at times that meet adult needs. Adult classes, include ESL, CBET, GED and high school completion, will supports residents' desire to improve basic life skills.
- Provide a designated area for literacy learners to meet with tutors in a confidential setting.
- Provide adequate space in the adult/young adult area for self-guided literacy study. The space will include comfortable readers' seating, computers with literacy resources and wiring for use of portable audio-visual equipment and electronic devices.

- Provide a literacy resource collection in English and Spanish to support both tutor assisted and independent study. Resources will include ESL, and materials which focus on basic reading and writing in English. Formats will be varied to address the different learning styles and skill levels of all ages.
- Recruit and train community volunteers to tutor/coach residents of all ages in basic reading, writing and math. Tutoring/coaching will focus on the specific needs of each learner. Library staff will partner with the school district and community organizations to recruit volunteers, and connect learners with the service. CBET students and bilingual volunteers will be encouraged to participate.

Service Indicators

- Annual percent of change in use of literacy resources
- Number of tutors and learners in program
- Percentage of learners who reach their literacy goals

Goal # 2: Tranquillity children and their families will have access to a variety of library programs that promote family literacy and shared learning activities.

Objectives

- Trained literacy staff will present at least 2 theme-based family literacy programs each year. The content will incorporate stories, music, art, drama and written expression to address varied learning styles and skill levels. Presentations will be in Spanish and English.
- Trained staff will provide at least 2 bilingual parent education programs each year on the benefits of reading to children, selection of appropriate books and learning activities to share in the home.
- Partner with the school district and county agencies to sponsor forums which address the needs of teen parents. Topics such as early childhood literacy, health and development of young children, parenting skills and continuing education will be featured.
- Provide a venue for teen parents to meet for socialization and support.
- Provide theme based preschool story programs for teen parents and their children to encourage shared learning.
- Provide literacy outreach to preschool sites and families in remote areas. Outreach will be provided through the *Aprendo Van* literacy bookmobile. Services will include introduction to the library, story presentations, introduction to computers using educational software appropriate for young children, educational toys, circulating materials in various formats. Free books will be distributed to eligible families. *Aprendo Van* services are provided by bilingual library staff.
- Provide at least 2 kindergarten outreach visits per year to local school sites. The current program includes an introduction to the library, stories, finger plays and interactive activities that promote reading.
- Create opportunities to increase awareness of literacy services through community partnerships and the local media.

Service Indicators

- Number of programs and attendance
- Annual percent of change in use of targeted materials
- Number of outreach visits and attendance
- Number of new registrations resulting from outreach

C. General Information

Tranquillity is an isolated, rural community 25 miles west of the City of Fresno. There are no social service agencies, major chain stores, or other commercial outlets in/or near the community to access materials on a range of topics. The overwhelming majority of Tranquillity households does not own a computer and cannot afford this purchase. Community residents identified a strong need for improved access to information, computer technology and free informational programs.

Goal # 1: Tranquillity residents of all ages will have access to convenient library hours and current, authoritative library resources in English and Spanish that meet their expressed needs.

Objectives

- Provide ample collection space, at least 18 readers' seats and 8 computers to support the current and future information needs of residents.
- Provide at least 20 hours per week of service that includes after school and week end hours.
- Provide appropriate signage, displays and information about community services in both English and Spanish.
- Expand current reference and non-fiction holdings to meet immediate and future demand. The collection will be supplemented by a broad range of resources available through the San Joaquin Valley Library System's shared database.
- Expand Spanish language non-fiction holdings for all ages. Provide new formats and technologies as they become available to expand the range and scope of information. Emergent collections such as DVD and e-books will be developed system wide as appropriate.
- Provide electronic resources including the library catalog, Internet access, and databases in both English and Spanish. Authoritative links on frequently requested topics such as government and social services, current events, consumer information, education, and specials needs (disabled, seniors, etc.) will be accessible through the library's web page.

Service Indicators

- Number of library visitors per month
- Annual percent of change in use of non-fiction
- In-house use of materials
- Computer use to access subscription databases

Goal # 2: Tranquillity residents will have access to skilled library staff to answer their questions and help them effectively utilize library resources.

Objectives

- Library staff will emulate Effective Reference Performance (ERP) behaviors during all transactions to ensure accurate information delivery. 90% of questions will be answered within the same day.
- Provide referral to Central Library reference services and access to 24/7 reference services.
- Provide information literacy classes on the range and effective use of library resources. Content will include print materials, library catalog, databases, web pages and reference services. Class sessions will be tailored to the needs of different age groups. Multimedia presentation tools will enhance the learning environment.
- Provide classes on library resources available for specific target groups including Spanish speaking residents, seniors, and the disabled.
- Provide free computer literacy classes for all ages. Classes will include a range of topics from basic keyboarding to advanced search strategies. Computer classes will support the K-12 joint use services goal to improve students' research skills.
- Staff will participate in on-going training and development to stay abreast with current resources and trends.

Service Indicators

- Number of questions answered locally and referred
- Number of classes presented and attendance
- Use of Spanish language resources

D. Current Topic and Titles

Community input identified an important need for support of recreation and enrichment needs of residents, particularly children and teens. Tranquillity residents have little opportunity within their community to access the latest bestsellers or mainstream popular titles. The majority of families live on a very modest income with no discretionary funds to purchase these materials. Recreational opportunities are limited to one public park and activities sponsored by local churches or a specific organization. The public library provides the only open access to free recreational materials and programs for all ages.

Goal # 1: Tranquillity residents of all ages will have access to a pleasant environment and a range of current and popular materials in both English and Spanish that reflect their interests.

Objectives

- Provide convenient hours, appropriate lighting, ample seating and ambience conducive to browsing and reading. Seating will be flexible for individual or shared reading activities.
- Provide popular fiction and non-fiction materials in sufficient quantities to meet current and future needs. Popular titles that appeal to children teen and adults will be purchased and maintained continuously to address changing interests.
- Provide current periodicals and audiovisual materials in sufficient quantities to meet current and future demand. A varied selection will appeal to the interests of all ages.

- Provide listening and viewing devices for in-house enjoyment of library materials.
- Provide web links to sites for wholesome games, hobbies and other recreational pursuits.
- Provide appropriate signage, attractive library displays and materials to effectively merchandize the collection and guides residents to popular materials. Promotional items will appeal to both English and Spanish speakers and will be kept fresh.
- Provide electronic merchandizing tools such as web links and readers' advisory databases to enhance access. Current library resources include *Novelist*, *Readers Advisory* web page and *EBSCO host Espanol*.

Service Indicators

- Annual percent of change in fiction use
- Circulation and in-house use of periodicals
- Annual percent of change in non-print use
- Number of computer use sessions

Goal # 2: Tranquillity residents of all ages will have access to a variety of programs and services, in both English and Spanish, which respond to their recreational and enrichment needs.

Objectives

- Provide programming for children and teens throughout the year to encourage sustained use of the library. Current branch programs include monthly preschool story time, movies and poetry programs for teens, summer reading imitative, and theme based programs as space permits.
- Provide summer reading programming for children and teens. The annual, theme based program features books, live performances, a variety of activities and incentives to promote reading for enjoyment and enrichment.
- Provide at least one quarterly program for adults on popular literature, current events or topics on specific areas of interest. Programs will be offered in partnership with community organizations and agencies.
- Provide programming for seniors on topics of interest. Local history, book discussions, computer classes, genealogy, and travel were requested by the senior focus group.
- Create or expand collaborative relationships with community organizations to sponsor programs for children, teens and Spanish speakers that promote reading for life long enjoyment and information.

Service Indicators

- Number of residents who visit the library each month
- Number of programs and attendance
- Customer satisfaction rating

E. Commons

There is no publicly available meeting space in Tranquillity. The high school auditorium is available for limited use on a fee basis. The auditorium is too large for medium sized audiences and cannot meet the programming needs that community members emphasized in focus groups and library planning meetings.

Goal: Tranquillity residents will have free access to a neutral, safe meeting and gathering place in which to interact with others.

Objectives

- Provide a meeting room that will seat 50 people. Appropriate seating and multimedia presentation equipment will facilitate multiple activities. An adjacent kitchenette and outdoor area will enable light refreshments to be served and encourage social interaction.
- Provide photocopy and FAX services. Tranquillity residents do not have access to these services in their community.
- Provide a community bulletin board area to post announcements about services, jobs, programs and upcoming events.
- Recruit at least one community volunteer to assist staff in coordinating the meeting room schedule.

Service Indicators

- Number of meeting and attendance

F. Business and Career Information

Resources to help residents find employment, explore career choices and develop business opportunities was seen by the community as an important need. The majority of Tranquillity residents are unskilled Hispanic farm laborers whose livelihoods are at risk due to impending agricultural land retirement in the region. There are few employment options for residents who have limited education, vocational and English skills. In addition, the future of small businesses is at risk as residual income from the agricultural economy diminishes.

Goal # 1: Tranquillity residents will have access to a variety of resources in English and Spanish to help them obtain employment or make career choices.

Objectives

- Provide a job and career collection to support residents' employment goals. The collection will include current information on a number of fields, a variety of test books, and materials which focus on basic language and math skills needed for the modern workplace. Audiovisual formats will accommodate different learning styles and skill levels.
- Provide a collection of resources on college and vocational programs, and financial aide opportunities. The collection will include entrance exam books and school catalogs. Links to related web sites will be provided through the library's home page.
- Provide electronic databases and web links to assist job seekers with resume writing, skills assessment and job search strategies.

- Provide free classes on basic job search strategies including skills assessment, resume preparation and the employment interview. Trained Library staff will develop and present the classes in partnership with local job training/employment agencies.
- Provide free classes on basic English and math commonly used in the work place. Trained literacy staff will develop and present the classes in both English and Spanish.
- Co-sponsor with the school district an annual college and career program for teens and their parents/care givers. The program will include presentations by representatives from local colleges and the financial aid application process.
- Develop tools such as pathfinders, booklists and displays which guide patrons to career resource materials.
- Post current job announcements and training opportunities in the Commons area, and collaborate with local employers and training agencies to develop web links through the library's home page.

Service Indicators

- Annual percent of change in use of targeted subject areas
- Number of classes and attendance
- Number of searches on related databases

Goal # 2:

Tranquillity residents will have the information they need to start, operate and expand business opportunities.

Objectives

- Provide basic business resources that target small business owner and residents who wish to pursue enterpunural opportunities. Current library resources include Fresno County business start up requirements, web links to business sources and databases such as Reference USA Business and Residential.
- Provide workshops on business resources available through the library.
- Expand collaboration with the Fresno County Economic Development Department, I-5 Business Development Corridor and other agencies to improve sharing and coordination of community resources that address the business development needs of west county communities including Tranquillity.

Service Indicators

- Number of business questions answered and referred
- Percent of change in use of targeted collection areas
- Number of programs and attendance

IV. Services and Implementation

A. Staff

The County will staff the new facility as follows: one (1) part-time Librarian-bilingual 12 hours per week, one (1) part-time Library Assistant, 20 hours per week and 1 part-time Library Aide 8 hours per week. Bilingual (Spanish-English) staff will be recruited as vacancies occur. Public service duties will include: general circulation; reference and readers' advisory assistance; guidance in use of print and non-print resources; program planning and implementation; community outreach and development of collaborative ventures that will enhance the library's visibility in the community and expand services to residents. The proposed staffing pattern is consistent with Fresno County Library branches which provide similar hours and levels of service. The library is currently conducting a staffing audit to evaluate alignment of resources with service demands

This ambitious plan will be supported by numerous Central services staff. Resource librarians and senior paraprofessional staff will provide administration, supervision, training, collection development, programming and technology support. Resource staff will include: (1) Librarian Supervisor, (1) Senior Library Assistant, (1) Youth Services Manager, (1) Young Adult Coordinator, (1) Literacy Services Coordinator, (1) Jobs and Career Services Librarian, (1) Adult Services Manager (1) Reference Librarian-Bilingual, (1) Volunteer Coordinator, (1) Training Coordinator, and numerous Technical Support staff.

The Golden Plains Unified School District will contribute one (1) part-time Instructional or support staff, 10 hours per week during the school year. Instructional staff will supervise K-12 Homework Center operations and volunteer assistants. Bilingual staff will be assigned as resources permit. In addition, Homework Center staff will be cross trained to support general library service delivery as needed. Two (2) District instructional staff will conduct Alternative Education classes in the Homework Center. Three (3) instructional staff will serve on the Joint Venture Services advisory committee. District administrative staff will recruit, hire, supervise and evaluate all District personnel assigned to Joint Venture Services consistent with District personnel policies.

The Fresno County Library has a well-established volunteer program designed to encourage community involvement. Volunteers will assist staff and patrons in a variety of tasks that will provide opportunities to gain new skills and share their experiences with others. Volunteers will be recruited and trained as follows: Four (4) adults and/or teens for K-12 homework help and literacy coaching; two (2) adults for general library duties; three (3) adult literacy tutors. Recruitment and training will be continuous to maintain a volunteer pool commensurate with needs of the community. District parents or care givers will be encouraged to volunteer and become involved in the learning activities of their children and community.

B. Hours of Service

Tranquillity is one of 4 branches within the Fresno County Library system (FCL) that serves small communities of fewer than 6,000 residents. The current FCL standard for branches that serve small communities is 12 open hours per week. The County will expand general service to 20 hours per week based on the needs assessment and proposed service enhancements. The additional service hours per week will be funded during the school year by County and District cooperative staffing. Community volunteers will be recruited and trained to support service during the summer months and general library usage throughout the year.

Proposed hours of operation for the new facility are: Monday-Wednesday, 2:00-6:00, Thursday, 1:00-6:00 and Saturday, 12:00-3:00. Actual service hours will be determined in collaboration

with District advisors and the community. The Homework Center will be open at least 20 hours per week and reserved for K-12 students Monday-Thursday from 3:30-6:00. The library facility and branch staff will be available to the school district and community for tours, orientations, workshops, programs and meetings before and after regularly scheduled hours upon sufficient notification. Consistent with general library policy, hours of service will be reviewed biannually and appropriate changes implemented to meet community needs.

C. Detailed Description of Services

A modern library with space to provide a variety of services is important to the quality of life in the small rural community of Tranquillity. More than 57 % of the population is Hispanic who is primarily employed as farm laborers. Limited education and English language skills are barriers to skilled jobs with higher wages and educational opportunities. Input from key community leaders, school administrators and residents enabled library staff and consultants to identify the valued needs of residents and translate those needs into library service responses.

Collections

Ample space will be provided to expand the book and audiovisual collections in the new facility to meet current and future service needs. The branch collection will include more than 7,000 books, multimedia items and periodicals. Electronic databases and web links will further expand information access and the scope of resources. A greater emphasis will be placed on children's materials, English language learning materials, Spanish language materials and audiovisual formats.

The needs of students will be supported through a curriculum based collection. Multiple copies of titles on required K-12 reading lists, copies of school textbooks, and other materials for teen and adult students will be provided. The picture book collection will be expanded to promote early childhood literacy, family literacy and enrichment activities. Special collections including English as a second language (ESL), and business and job/career exploration collections will be developed. A multimedia literacy collection is a critical need that will be met in the new library. Spanish language collections will be provided for all ages and will be placed prominently throughout the library. The audiovisual collection will be enlarged for individual and family entertainment and to promote shared learning activities in the home. Current video, CD and DVD formats will be expanded and emergent formats introduced as appropriate.

Permanent and rotating collections of popular fiction and non-fiction will be expanded to give residents access to bestsellers and to other titles that reflect contemporary culture and society. A range of current magazines and newspapers, in English and Spanish, will encourage both recreational reading and support literacy goals. The reference and non-fiction collections will provide resources on a wide selection of topics to meet the needs and interests of all ages.

Materials will be purchased and maintained in accordance with Fresno County Library collection development policies and procedures described in Appendix "A". Materials will be purchased by youth and adult centralized selection teams and processed by the acquisitions division. Branch staff and community residents are encouraged to suggest purchases and offer reviews/comments to the selection teams through both print and electronic suggestion forms. Materials will be arranged on appropriate sized shelving for ease of access, and comfortable seating will invite residents to browse and read in the library.

Electronic Resources

The Tranquillity Library will provide eight computers for the public and free access to the Internet. Four dedicated stations will be located in the library and four computers will be housed

in the Meeting Room/Homework Center. Wireless capability will enable use of laptop computers in the library and the meeting room.

All library computers will provide access to the Fresno County Library online public access catalog, the Internet, a variety of subscription databases and web links to a wide range of resources and services. Specific databases and electronic resources that address Tranquillity service area needs are described in the Technology Plan.

Electronic resources will be installed and maintained according to the Fresno County Library and San Joaquin Valley Library System implementation process described in the Technology Plan. The Fresno County Library provides on-going staff training, trouble shooting, maintenance and upgrades of equipment and software products through the Support Services, Technical Support Division.

Programs

The proposed Tranquillity Library will provide dedicated meeting space and state of the art audiovisual equipment to facilitate a variety of educational and recreational programs for all ages. The meeting space will also serve as the Homework Center with resources for K-12 and adult students. The children's' and adult/YA spaces will have the flexibility to accommodate small group presentations during low traffic periods.

Library programs will be implemented in Tranquillity by local branch or resource staff with the assistance of community volunteers. The following proposed programs will be scheduled during or after library hours as appropriate:

Children's Programs

- Weekly preschool story time- (2 eight week sessions per year)
- Group tours as requested
- Theme based programs (holiday, National Library Week, Children's Book Week)
- Annual summer reading programs and activities
- Saturday recreational programs for 3-6 grade student (bi-weekly)
- Homework/literacy assistance (M-Thurs.)
- Computer and Information literacy classes (as scheduled)
- Library research skills classes (as scheduled)

Young Adult Programs

- Group tours as requested
- Bi-weekly theme based program (poetry, music, etc.)
- Weekly movie/game night for teens
- Quarterly program for teen parents on relevant topics
- Annual summer reading programs and activities
- Annual program on college and career opportunities
- Homework/literacy assistance (M-Thurs.)
- Computer and Information literacy classes (as scheduled)
- Library research skills classes (as scheduled)

Adult Programs

- One-on-one literacy tutoring
- Computer and Information literacy classes
- Quarterly program on topics of interest
- Job search classes

- Introduction to business resources
- Introduction to Spanish language resources

Programs for children and teens will be implemented and supported by the *Youth Services Mission and Long Range Plan* developed by the Youth Services Division of the Fresno County Library. Youth Services guidelines are described in Appendix “B”. Adult Programming will be developed and scheduled in consultation with the Adult Services Manager and resource specialists in accordance with jurisdiction-wide and local community service plans. All programming will be implemented with the assistance and support of library resource staff.

Special Services

Homework Center

A dedicated Meeting Room/Homework Center will be available during library hours for K-12 and adult students. The Center will provide a supportive environment for students of all ages to study, concentrate on school assignments and perform research. Physical separation from the main library area will minimize disruption and facilitate independent or small group study. An advisory committee comprised of library and school district staffs will develop policies and procedures to assure equal and appropriate use of the space. Services that will be provided include:

- Ample seating for individuals or small groups
- 4 computers with a range of electronic resources
- Volunteers to help with assignments
- Print resources in sufficient quantities
- Textbook collection for K-12 students
- Community education classes
- Curriculum resources for adult students
- Classes on use of library resources
- Computer and information literacy classes

Family Literacy Center

Family Literacy services will support the needs of students, their families and community residents to improve their English language reading and writing skills to achieve their educational, career and family learning goals. Services will be developed and coordinated through the library Literacy Services Department according to Families for Literacy guidelines and policies for one-on-one tutor training. Tranquillity staff will participate in the planning and implementation process. Services that will be provided include:

- Literacy collection in multimedia formats
- Literacy software on dedicated library computers
- ESL and adult education resources
- Volunteer literacy tutors
- Family programs that promote reading in the home
- Literacy outreach programs targeting children 0-5
- Teen parent programs on varied topics
- Basic business English and math classes
- Kindergarten Outreach

Meeting Room

A dedicated meeting room will provide a neutral, publicly available space for library sponsored programs, family literacy programs, meetings, workshops and community events. The meeting room will be accessible from the library lobby, to allow meetings and programs to be scheduled independent of library service hours and to secure the library if a meeting takes place during closed hours. The room will be designed to seat 50 people and enable light refreshments to be served from an adjacent kitchenette. An adjacent outdoor area will invite residents to socialize outdoors during temperate weather. The standard library meeting room policy will be implemented to assure equal and appropriate use of the space. Opening, closing and other procedures will be established by local staff with community input.

Business and Career Services

Career and business services will focus on resources and programs to help residents improve basic job search skills, access job training opportunities and make informed career choices. Materials to support small business development and expansion will be a focus as well. Business Services is managed by the Central Library Reference Department. The Career Services program is a division of Adult Services. A trained librarian who is a specialist in this area is responsible for program development and coordinates implementation at all branch locations. The Fresno County Library Jobs and Career Services program was awarded the 2003 Education and Community Career Center Award for Excellence from the California Career Development Association innovative service to the community. Services that will be provided at Tranquillity include:

- Resources on careers and vocational choices
- Civil service and other relevant test books
- College and vocational school resources
- Electronic resources on job and career topics
- Web links to career development sites
- Free classes on job search strategies
- Links to job listings and referral to training opportunities
- Business resources in print and non-print formats
- Programs on business development topics

D. Joint Venture Services

This area will enable the library to expand its services to K-12 students through collaborative programs with the Golden Plains Unified School District. The Library and District partnership will extend formal learning beyond the school campus and create opportunities for families to share reading and learning activities in the home. The Joint Use collaborative team identified two projects to pursue, a Homework Center and a Family Literacy Center, both housed in the new Tranquillity Library.

Homework Center

The Homework Center will be available to students in elementary through high school grades, Monday through Thursday, from 3:30 p.m. to 6:00 p.m., located in the new library's dual-use Meeting Room/Homework Center space. Four dedicated computer workstations for students will be housed in the Center, in cabinets that will provide wire management and security for the equipment when the Center is not in use.

Volunteers, both adults and teens, will be recruited from the community to assist students with one-on-one guidance in research, writing and assembling school assignments. Coaching will

emphasize improving language and reading comprehension skills as well as math competency. Coaches will also work with students to build their basic Library research skills.

The Center will maintain a set of each authorized K-12 textbook required in core subject areas for both the elementary and high school, as needed to support homework assignments.

Family Literacy Center

The Family Literacy Center will provide a forum for parents of families with school-age children to improve their literacy skills – including basic English language reading and writing skills, computer literacy and information literacy – to enhance their ability to support their children's education and to encourage families to read together.

The Center will gather and make available curriculum resources in English and Spanish that support Alternative Education instruction and self-guided study.

The Center will build a collection and provide programming aimed at teen parents, to offer parenting, child and family health and other pertinent topics to this audience.

The Center will present bilingual family programs that encourage shared reading and learning activities in the home, and will host preschool programs for children of teen parents.

The Center will sponsor Alternative Education classes, including GED preparation, continuing education for teens and adults enrolled in high school completion programs, English as a Second Language (ESL) and CBET classes for adult English learners.

A joint use agreement between the County Library and the Golden Plains Unified School District was developed. The School Board approved the agreement on December 9, 2003. The Fresno County Board of Supervisors approved the agreement on December 16, 2003.

V. Jurisdiction-wide Services

The Fresno County Library provides residents of all ages with current and relevant resources to meet their needs. In 2003, library staff engaged in a thorough analysis of the library's role in the community and the services it should provide. This strategic planning process, based on the Public Library Association's *Planning For Results*, culminated in jurisdiction-wide, Long Range Goals and Objectives for 2003-2006. Jurisdiction service responses were identified through on-going countywide needs assessment and offer a framework for the library to focus its resources and thereby enhance service delivery. The Tranquillity Library will provide a focused service program to meet the specific needs of residents within in the *Planning For Results* framework while sharing in fulfilling the jurisdiction-wide service goals of the Fresno County Library.

The following six (6) jurisdiction service responses were selected based on needs expressed by residents countywide:

- Business and Career Information, to address the need of people to make career choices, obtain employment and operate business.
- Current Topics and Titles, to meet the need of residents to explore popular topics and share in fulfilling enrichment activities.

- Formal Learning Support, to meet the needs of students to attain their educational goals
- Lifelong Learning, to meet the need of residents to gain new knowledge and skills
- Basic Literacy, to address residents' need to read and write in English, compute and solve problems at levels of proficiency to function in society.
- Local History and Genealogy, to meet the need of residents to explore their family and community history.

Objectives

The following are overall objectives of the Fresno County Library's service plan:

1. Library materials not available through the county library collections will be delivered via inter-library loan.
2. Eighty percent of all materials will be acquired, catalogued, processed, and repaired within 30 days and 100% within 60 days.
3. All workstations will be acquired and delivered staged for use.
4. All workstations will be maintained in a readiness for use condition, with an up time of 95% and a response time of 80% in three days and 100% in seven days.
5. Public relations support will be provided with news releases delivered to support all library activities.
6. The Business Services Division (BSD) provides a full range of support to library staff in the areas of Personnel, Finance and Accounting, Printing and Duplicating, Maintenance, General Business, and Planned Giving. As such, BSD will:
 - Seek new means, such as the forthcoming library Intranet, to make information more readily available to library staff.
 - Continue to strive to train and educate staff on those aspects of the county's financial and accounting services with which they must be familiar, and to provide them with timely and accurate fiscal, financial, and accounting information they need to carry out their goals.
 - Continue to make every effort to deliver print services in accordance with established lead time guidelines, and continue to respond to supply needs as they change in furtherance of library objectives.
 - Continue to strive to provide facilities that are clean and comfortable for staff and patrons, and continue to address deferred maintenance through a combination of staff work and contractual arrangements, and to respond to changing circumstances as they occur.
 - Continue to provide contract development consultation and advice to library staff, lease negotiations, liaison with other county departments and the commercial sector.
 - Initiate a Planned Giving Program that will involve library staff in the creation of the library's "vision" as a charitable entity to which donors will want to make planned gifts through various planned giving arrangements, such as wills, charitable remainder trusts, and charitable lead trusts.

VI. Technology Plan

A. Executive Summary

The Fresno County Library integrates technology into its Plan of Service to provide improved and expanded services for library users and to empower library staff to do a better job of serving those users. This portion of the *Fresno County Library Plan of Service, Tranquillity Neighborhood Library* demonstrates how information technology has been integrated and effectively managed throughout this new facility, including its design, collections, services and programs in pursuit of these goals.

The *Fresno County Library Plan of Service, Tranquillity Neighborhood Library* integrates technology to expand the scope, depth and reach of the Library's resources and services beyond those available within the walls of a single library branch. Guidance and instruction in using these resources and services will enhance their value to Tranquillity residents. The delivery of these resources and services is under girded by the resources and expertise of a dedicated technical support staff, a strong staff training program and staff specialists in areas such as job/career, literacy, genealogy, electronic resources, web design and children/young adult services. San Joaquin Valley Library System (SJVLS) provides extensive technology-based services to the library including a shared wide-area network and automation services such as the Integrated Online Library System, Internet access and filtering, antivirus protection, e-mail, and PC auditing and inventory management.

The use of an experienced technology consultant in the design phase of the project will ensure the electronic technologies included in the facility will facilitate and expand library service to the Tranquillity community for many years to come.

The existing Tranquillity Library is operating from a 960 square-foot facility with a total of two public access computers and one staff computer. Severe space and technology limitations restrict the Library's ability to support community priorities identified in the Needs Assessment.

The proposed facility will increase the size of the library more than six-fold and provide a total of 8 public access computers and 2 staff computers. Audio-visual areas and equipment will be integrated into the new facility to provide library patrons with access to a variety of audio-visual collections. Presentation systems will be available in the Meeting Room/Homework Center for interactive seminars, workshops and conferences. This room will be designed to allow for future installation of telecommunication support for an appropriate videoconferencing platform.

The design of the new facility's power and wiring capabilities will not only provide interoperability for existing networking technologies, but also anticipates future growth by allowing for efficient reconfigurations and additions. All areas of the Library will be wired with conveniently located electrical and data lines to facilitate the relocation of furniture and shelving, and to allow for utilization of laptop computers or other personal computing devices. The library building will be designed to be "wireless ready" and will support hard-wired or wireless devices. The Library will incorporate a self-check circulation system, computer reservation and print management software as technological solutions to help staff work more efficiently and have time to offer more personalized services to library users.

The Tranquillity Unified School District and the Library have entered into a **Joint Venture Agreement** to support formalized learning activities in grades K-12. Through the agreement, the Library will be able to help the Tranquillity Unified School District meet the goals it has set out

for its students and teachers in its own technology plan. In support of this agreement, the Library will use technology to implement a Homework Center, Computer Literacy Training, Family Literacy Center and a multi-purpose Meeting Room which can seat up to 50 people.

The community requested homework assistance and tutoring after school hours and on the weekends. In response, the Library created a space that will accommodate 12 to 16 students at study tables with four (4) computer workstations and multimedia equipment for student homework needs during specific hours of the day. Additional computers can be reserved for this purpose as needed. Students using the Homework Center will have access to an online subscription-based service for real-time homework and tutorial assistance, as well as one-on-one assistance from library staff and volunteers. Expanded collections to support homework assignments will be provided through access to a variety of general reference databases and electronic resources in English and Spanish, as well as specialized Children and Teen home pages with homework help links arranged by grade-level and California content standards.

In a community with low literacy rates and limited English proficiency, the Library will include a Family Literacy Center to ensure Tranquillity residents of all ages have available to them resources and services to help them reach their personal literacy goals. The Family Literacy Center will include computers and audio-visual equipment for accessing a multi-media parenting collection, literacy software in English and Spanish and other non-print literacy materials and tools. The Meeting Room/Homework Center will provide a quiet, welcoming environment for literacy tutors and students to meet and it can also support a variety of literacy-related training classes. A mobile services unit will provide literacy outreach services to the Tranquillity community and include onboard computer access with specialized learning software and audio-visual equipment and materials.

Tranquillity residents have a great need for services and resources to help them with employment, and career options. Library users will have access to business information databases and selected links to employment, career, business and vocation training on the Internet. Meeting Room/Homework Center will be used to deliver training in topics such as how to conduct a job search, career assessment, resume writing and interview skills, as well as college preparation for students and parents and financial aid research.

Spanish speaking residents of Tranquillity will not only find collections of print and audio-visual materials in Spanish, but also online resources. The Library hosts a Spanish-language home page and subscribes to a variety of electronic databases, which provide articles in Spanish.

The Fresno County Library's home page directs all users to the array of library services and materials available to them and serves to provide convenient access to library services from inside or outside the Library 24 hours a day, 7 days a week. The online public access catalog provides users with access to all the titles held by Fresno County Library as well as the other 8 library districts in the SJVLS consortium. The Library subscribes to a growing collection of electronic databases for users seeking information related to popular titles and topics, research needs and lifelong learning.

Through the Library's use of technology, the residents of Tranquillity will have access to an extensive array of resources and services to meet their needs, regardless of age, means or ability. As the needs of the community change, the Library will continue to take advantage of new technological developments and opportunities to meet those needs.

B. Technology

The Fresno County Library has placed itself at the crossroads of tradition and technology by its commitment to deliver information to patrons in new ways and provide them with improved and expanded services. Technology should also empower library staff to do a better job of serving those users. The library is committed to utilizing innovative technologies and solutions wherever possible in pursuit of these goals.

This portion of the Plan of Service describes how information technology has been integrated into virtually every aspect of this new facility. It is structured in accordance with the Plan of Service's goals and objectives, which in turn are driven by the needs stated by the Tranquillity community.

C. Planned for Future Growth

The existing Tranquillity Library has only two public access computers which are sorely inadequate to serve the needs of the local community. Severe space limitations restrict the library's ability to support services such as onsite computer instruction, literacy training, homework assistance and expanded library programming for adults, teens and children. Inadequate data and electrical wiring exacerbate the situation and make it impossible to install additional workstations, support distance learning opportunities and multimedia stations or optimize the handling, processing and security of library materials.

This technology plan clearly demonstrates how the Fresno County Library has carefully planned this new facility to overcome these shortcomings and meet the current and future needs of a community. The forward-thinking design of the building and its technology infrastructure ensures the library is prepared for future growth, as well as technological innovations yet to come.

D. Tranquillity Community Needs Assessment

The technology integrated into the new facility reflects the needs voiced by the Tranquillity community as identified through a series of public meetings and forums, surveys, focus groups, and interviews with community representatives. A critical service need voiced by residents is access to more computers to help students with homework, computer skills development and information literacy. Residents also expressed a great need for English language tutoring/coaching and classes for both adults and children. The availability of a large community meeting room for continuing education opportunities, group study, as well as family and community activities was often cited by community members. Also included in their list of priorities was assistance with business and career resources including job re-training and vocational education. As a result of this input, the library will incorporate technology throughout the new facility to support the resources and services that are critical to the development of individuals as well as the Tranquillity community as a whole.

E. Plan of Service Responses

Formal Learning

To meet the need of students to attain their educational goals.

The vision of the Golden Plains Unified School District is to implant the realization that technology is a part of daily life and we should fully utilize its capabilities. Continued collaboration between the District and the library will result in enhanced services to staff, students and parents. For example, the District plans to offer a variety of online tools such as *CTAP Online* for staff

technology training and *SchoolCruiser* to facilitate communication between staff, students and parents. The library will provide computers and Internet access to make it possible for the residents of Tranquillity to take advantage of these tools.

During the needs assessment process, library staff surveyed students and met with teachers, library technicians and school administrators to discuss the specific needs of K-12 students in the Golden Plains Unified School District.

The following needs were identified:

- Access to more computers late afternoons, evenings and weekends
- Homework assistance and subject coaching after school hours
- Study space conducive to both individuals and groups
- Collections which support homework assignments
- Training in basic computer skills and library research skills
- Education services for earning a high school diploma or GED

The library will help meet these service needs by offering materials and services that support both students and teachers as they prepare to meet the state-mandated requirements, including those of information literacy. In a spirit of cooperation and collaboration, the Golden Plains Unified School District and the library have entered into a Joint Venture Agreement to support formalized learning activities in grades K-12 which includes a Meeting Room/Homework Center and supporting technology described below. The agreement also provides for a Family Literacy Center which is discussed under the goals for *Basic Literacy* since it extends beyond K-12 formal learning programs.

Homework Center

Students, their parents and teachers identified the need for homework assistance after school hours and on the weekends for elementary through secondary school students. As a result of these needs, a dedicated Homework Center will be incorporated into the new facility. This flexible room will accommodate 12 to 16 students at study tables with four (4) computer workstations and multimedia equipment. These are in addition to four (4) computers in the Adult/YA area which are also available for students' use any time the library is open.

The Homework Center will be reserved exclusively for student homework needs at specific periods each weekday and as requested on weekends. School district staff will be assisted by student and adult volunteers to provide general oversight and homework assistance to students using the Homework Center. This space can also be easily reconfigured to provide a Meeting Room with seating for 50 for library programs and community meetings/events. This aspect of the space is described more fully under the service response *Commons*.

Computer Literacy Training

The Homework Center can also serve as a classroom for computer literacy training courses covering introductory to advanced skill levels for students, teachers and other school staff. Regularly scheduled computer instruction may include topics such as:

- Keyboarding skills
- Mouse basics
- Searching the online library catalog
- E-mail - basic and advanced
- Software instruction for spreadsheet and word processing programs
- Searching the World Wide Web

- Job search and resume writing
- Effective use of subscription database resources

Courses would support the school district's goal to promote K-12 library media skills and technology standards and connect them with the curriculum. These classes will be offered in both English and Spanish by qualified instructors.

Internet Resources

All the computers in the library will provide access to the Fresno County Library online public access catalog, the Internet and a range of electronic resources and services that directly address the identified needs of the community.

The library subscribes to a number of electronic databases that are accessible from inside and outside the library. They include resources appropriate to a variety of grade levels, as well as information for teachers and Spanish-language speakers. The library offers two specialized home pages for elementary and secondary students, which utilize highly engaging and easy-to-use graphical interfaces, with age-appropriate and content-specific links to supplement school resources and support basic research needs of students K-12. These services provide students and adults with a greater depth and scope of resources than can be provided by the physical collection at any single library location.

Students using the Homework Center will have access to an online subscription-based service for real-time homework and tutorial assistance. In this type of service, qualified tutors provide individualized real-time instruction in subjects such as English, Math, Science and Social Studies for students in grades 4-12.

Basic Literacy

To meet the need of residents to reach their personal literacy goals and support literacy in their families.

The needs assessment revealed that a high percentage of Tranquillity residents are English language learners. Literacy training for both children and adults is a critical need.

Family Literacy Center

The library will address this need by providing space, materials and equipment in support of a Family Literacy Center. Literacy resources will be available in English and Spanish including software packages such as the *Oxford Start English* and the *New Oxford Picture Dictionary English/Spanish*. Both packages can be used by either English or Spanish-language speakers. These tools will be installed on the computers in the Young Adult area.

The computers and audio-visual equipment in the library will offer access to a multi-media parenting collection and other non-print literacy materials and tools that support the school district's Alternative Education curriculum. The Meeting Room/Homework Center will also provide the space and presentation equipment to support classes including, but not limited to, continuing education, parenting skills and early childhood literacy. This room, plus the additional reader's seats throughout the library will provide a quiet, welcoming environment for literacy tutors and students to meet.

These onsite applications of technology to support literacy are supplemented by the Families for Literacy bookmobile which makes regular visits to local preschools in the community. In addition to books, toys and games targeted at parents of children ages 0-5 years old, this mobile unit is

equipped with a TV/VCR combination for educational videos, two (2) public-use laptop computers with educational software and two (2) color printers for use by all users.

General Information

To meet the need of residents to have access to information and answer questions across a wide variety of subjects related to all areas of their life.

The library is a community's gateway to literature, culture, art, music, history, business and technology. Access to this breadth of information is greatly enhanced through the library's use of electronic technology.

The Fresno County Library's home page serves an important role in directing all users to the array of library services and materials available to them. It provides convenient access to the library 24 hours a day, 7 days a week. A dedicated Web Development Librarian ensures the site is updated regularly.

The following are examples of the information and services accessible from the library's web site:

- **Online Catalog:** ValleyCat is the online catalog of the members of the San Joaquin Valley Library System. In addition to providing in-library and remote access to the collections of the Fresno County Library, ValleyCat allows library users to search and request materials from eight other library jurisdictions. This web-based catalog has enhanced content such as book cover images and reviews.
- **Ask A Librarian:** Besides face-to-face and telephone reference services, library users can e-mail reference questions to a Fresno County Library staff using one of the "Ask A Librarian" options on the web site. Users have the choice to contact a librarian in Adult, Children's or Teen Services or the California History and Genealogy Room.
- **Recommended Internet Resources:** Library staff selects up-to-date, authoritative Internet resources on frequently requested topics such as government, health, education and news, as well as state and local information.
- **Human Services Resources:** The Fresno County Resources Online Directory contains information about public and nonprofit programs available to assist individuals in Fresno County. These programs cover a wide range of services, including food, clothing, housing, health care, transportation and recreation.

The library collaborated with other Fresno County agencies to develop the Network of Care, a single user-friendly web site to access services, supports and community resources for mental health consumers, parents, seniors, people with disabilities and their caregivers. This effort has been recognized as a model program for using Internet technology to enable the general public to access valuable health information.

- **Research Tools - Subscription Databases:** The library currently subscribes to 25 electronic databases to meet the diverse information needs of its users. (See listing below.) These can be used by students to support formal learning activities as well as the general public to support their own personal research and recreational reading. Most of these databases can be accessed from either inside or outside the library.

Magazine & Journal Article Databases	Connect from ...	
General Reference Center (InfoTrac)	In library	Outside the library
Health and Wellness Resource Center (InfoTrac)	In library	Outside the library
MAS Ultra - School edition (EBSCO)	In library	Outside the library
ERIC (EBSCO)	In library	Outside the library
General Science Collection (EBSCO)	In library	Outside the library
Health Source: Consumer Edition (EBSCO)	In library	Outside the library
Middle Search (EBSCO)	In library	Outside the library
Primary Search (EBSCO)	In library	Outside the library
Professional (Educators) Development Collection (EBSCO)	In library	Outside the library
Searchasaurus (EBSCO)	In library	Outside the library
TOPICSearch (EBSCO)	In library	Outside the library
Informe (EBSCO)	In library	Outside the library
Newspaper article databases	Connect from ...	
Fresno Bee & other California papers (Newsbank)	In library	Outside the library
Newspaper Source (EBSCO)	In library	Outside the library
Encyclopedia databases	Connect from ...	
Animal Encyclopedia (EBSCO)	In library	Outside the library
Funk and Wagnalls Encyclopedia (EBSCO)	In library	Outside the library
World Book Encyclopedia	In library	Outside the library
Other databases	Connect from ...	
AllData Auto Repair	Central Library only	
Auto Repair Reference Center	In library	Outside the library
AncestryPlus	In library	---
Biography Resource Center (InfoTrac)	In library	Outside the library
Books in Print	Central Library only	
Buscar en espanol (EBSCO)	In library	Outside the library
Novelist (EBSCO)	In library	Outside the library
ReferenceUSA	In library	Outside the library

- **Age-Appropriate Home Pages:** The library offers two specialized home pages for elementary and secondary students with age-appropriate and content-specific links to the World Wide Web to supplement school resources and support basic research needs of students K-12.
- **Spanish Language Home Page:** Tranquillity residents surveyed indicated a need for expanded collections in Spanish. The Fresno County Library hosts a separate Spanish home page with carefully selected links to Spanish-language resources on the Internet. It also subscribes to a variety of subscription databases that provide content in Spanish such as **EBSCOhost Español** and **¡Informe! Revistas en Español**. Future plans in this area include providing a Spanish version of the library catalog and the identification of other non-Spanish, non-English language interface needs.

Current Topics and Titles

To meet the need of residents of all ages to explore popular topics and share in fulfilling recreational activities.

The Fresno County Library online catalog and its variety of subscription database resources assist library users in locating popular titles and material on current topics from within or outside the library. The catalog's enhanced search options help users locate materials by a specific format and provides lists of current bestsellers. The Children's and Teen's home pages help younger library users (and their parents and teachers) identify age and interest-appropriate materials for research activities and recreational reading.

The multimedia stations in the Homework Center will provide users with in-library access to non-print materials such as CDs and audiocassette tapes. Fresno County Library is also

investigating the use of e-books in order to expand the scope of the collection available to library users.

The Meeting Room/Homework Center will be used to offer workshops for using the online library catalog and electronic reader's advisory materials to locate materials.

Commons

To meet the need of people to have a place to meet and interact with others in their community.

The people of Tranquillity desire a safe place where they can retreat for quiet reading and study, as well as gather together for workshops and community events. The library will respond to these needs by including eighteen (18) reader seats in open access areas, both study table seating and lounge seating, and a 50-seat Meeting Room described below.

Meeting Room

The Homework Center will also double as a 50-seat Meeting Room. This dual use room will have independent access through the building lobby to allow for secure after-hours programs. The study tables can be moved to the storage closet in the room, and up to 50 chairs can be set up for events. The four computer workstations in the room that comprise the Homework Center can be isolated from the rest of the room by closing a set of doors as needed.

The library has integrated technology into this meeting space to allow for laptop computer connectivity and multimedia presentations. This will allow the library to bring remote and interactive seminars, workshops and conferences to the library and its users, and to expand the area available for public access computer use.

Equipment will include, but not be limited to, a video monitor, sound system, LCD projector and VCR. Portable equipment will be secured in the audio-visual storage closet in the room. This area, as well as the rest of the library will be designed in such a way as to facilitate the use of a wireless network in the future. A duct bank for future fiber optic, cable and/or CATV cabling will connect to Juanche Street to allow for potential telecommunication support for the videoconferencing platform and cable television access.

Business and Career

To address the need of people to make career choices, obtain employment, operate businesses and manage personal finances.

The Needs Assessment showed the Tranquillity community has had a history of chronically high unemployment and low-income levels. Vocational education and job-retraining are critical needs in the community. The Meeting Room/Homework Center will provide the space and equipment to support vocational education classes and small business resource workshops.

Training will be provided on print and online job training, business resources, job search strategies, information on various careers and vocational choices, workshops on resume writing and job interview skills, and online access to web sites for career development and interest assessments.

The library will use technology to provide access to online subscription databases related to business and selected links to employment, career and business sites freely available on the Internet. These technological solutions will be strengthened by the expertise and efforts of the Job/Career Specialist Librarian.

F. Technology Plan for Library Service

The Library will use technology to provide the most modern and up-to-date equipment, software, connectivity and design elements to provide access to library materials and services. The new library will sharply expand the range of resources it can provide by virtue of more physical space, four times the current number of public access computer workstations, and enhanced multimedia channels. The technology strategy is to employ workstations, printers and other devices that are networked and support network monitoring and management using the current accepted standards for such management. It is important to adhere to appropriate standards and protocols, employing cost-effective equipment that will provide reliable and manageable services. The library will utilize an experienced technology consultant in the design phase of the project to ensure the electronic technologies included in the facility will facilitate and expand library service to the Tranquillity community for many years to come.

San Joaquin Valley Library System

The library's ability to deliver the technology and services described in this plan is strengthened by its long-standing relationship with San Joaquin Valley Library System (SJVLS), a consortium of nine library districts across six counties in California's Central Valley. The system's mission is to assist member libraries to enhance service to their public through cooperation, resource sharing, technology and networking.

Library automation support through SJVLS provides access to a shared online catalog and has expanded dramatically over the years to include the following technology-related services, which support the services and activities of the library:

Telecommunications Network

- All member libraries, over 94 sites, are connected to the central network via leased lines, mostly frame relay to ATM. All Fresno County Library sites are T1 with a certified information rate (CIR) based on the number of PCs at the location. Bandwidth usage is monitored to identify locations at or near their CIR and increases to this rate will be made as needed.
- Shared Internet access over an ATM leased line, with bandwidth currently set at 10Mg.
- CheckPoint firewall managed by SJVLS with support from Dynix, Inc.
- Internet content filtering via a system-wide subscription to the IPPrism service to meet CIPA requirements, with two IPPrism appliances operated by SJVLS.
- Coordination of the installation of all building data cabling.

Computer Network

- A Windows2000 network joins all computers to the domain and all staff members have user accounts. File servers support users for system-wide file sharing and sharing within the library jurisdiction.

Applications Support

- Web site hosting, domain registration, design and maintenance for www.fresnolibrary.org and other library jurisdiction sites.
- Horizon 7.3 shared library automation system to support cataloging, circulation, acquisitions and serials at all locations. The public interface is a web-based catalog with enhanced content such as book cover images and reviews which allows library users to easily request materials from any of the nine public library jurisdictions.
- E-mail services provided through a Microsoft Exchange Server as well as LISTSERV Lite to enhance communication between technical service personnel and to support

specific projects such as the software migration from Dynix to Horizon in November 2003.

- Coordination of system-wide database purchases.
- Support for access by home users through operation of a remote patron authentication (RPA) server.
- Telecirc II automated telephone notification system which delivers hold notices and allows self-renewal of items by patrons.
- Central coordination of antivirus protection for all networked PCs.
- Installation of Envisionware's LPT:One print management system.
- Use of Track-It software to provide PC software and hardware auditing for software license compliance, network planning, and technology inventory and replacement planning information.
- Implementation of CybraryN software to control public computer reservations and timed access (installation in progress).

SJVLS also provides the telecommunications infrastructure for the Library of California's Heartland Regional Library Network. Although the Library of California is facing an uncertain financial future, Heartland has expressed its intent to continue operating at whatever level is possible including seeking other funding sources to provide service to the members. SJVLS has also expressed the desire to help Heartland continue to provide service to its members, despite drastic cuts in their own funding.

Computer Hardware and Software

Computer Workstations

The Tranquillity Branch Library will open with a total of 8 public access computers as follows:

Library Area	Number of Public Access Workstations
Adult/YA Area	4
Meeting Room/Homework Center	4

Computer workstations for staff will be allocated as follows:

Library Area	Number of Staff Workstations
Service Desk	1
Staff Workroom	1

The power and cabling for the library have been designed to accommodate additional public workstations in the future. The building has been designed to support a wireless network as well which will be implemented when security and accessibility procedures have been established by SJVLS. This will enable the library to expand public computer access through wireless computing devices.

The four-place public reader tables throughout the library will be wired with electrical and data lines to accommodate the use of laptop computers and other portable computing devices. The Meeting Room/Homework Center will be wired to offer this same type of connectivity.

All computers installed in the library, for both public access and staff use, will use a common operating system and adhere to the most up-to-date configurations recommended by SJVLS at the time of purchase. All computers will be connected to the Internet and equipped with office-style software, which could include, but not be limited to word processing, spreadsheet and presentation programs. All computers will employ security, virus control and configuration features to ensure they remain readily available for patron and staff purposes, and do not become corrupted or abused. All computer workstations will meet ADA height and clearance requirements.

A four-year PC replacement plan is standard for all Fresno County Library locations to ensure it has up-to-date computers for staff and public use.

Printers and Peripheral Devices

A variety of printers will be utilized in the library for public and staff use. At least one high-speed central networked printer will be available to the public with print management/cost recovery software. The library will utilize appropriate peripheral devices needed to conduct staff operations such as barcode readers and receipt printers. Patrons will also have access to a black and white photocopier.

Listening Stations

The library will provide space and equipment for in-house use of materials in CD-ROM and audio formats.

Videoconferencing and Presentation Systems

Presentation systems will be available in the library for use in the Meeting Room/Homework Center. This will allow the library to bring interactive seminars, workshops and conferences to the library. Equipment could include, but will not be limited to, a video monitor, sound system, LCD projector, VCR and projection screen. The room will be designed to allow for future installation of telecommunication support for an appropriate videoconferencing platform.

Voice Communications

The design of the library will support wireless handsets, links to local area telephone systems, and other telephone features. A telephone answering system will be put in place so library users will always be provided at least a minimum amount of information about the library even if it is closed.

Self-Service Systems

A number of self-service electronic tools will be employed at the library to free staff to serve library users in expanded ways.

- At least one (1) self-check machine will be available for library users who wish to conduct their own circulation transactions. Electromagnetic (EM) as well as radio frequency identification (RFID) systems will be considered. A preferable system would include a self-check unit at the service counter with dual touch-screen monitors to encourage use by patrons, but provide assistance by staff if needed.
- Print management and computer reservation software
- Telecirc II toll-free automated telephone system for patrons to review their library account information and renew materials

- Email notification of fines, holds, and overdue materials (2004)
- Online library card registration (2004)

Wireless Computing System

The Library and SJVLS are exploring ways to implement secure wireless computing within the facility using library-owned devices, and to work with Internet service providers to provide wireless access points separate from the system network. The library building will be designed to be “wireless ready”. This type of network would enable patrons to use their own wireless devices in the library (or those provided by the library) to access, download and print information from the Internet. This type of system would minimize wait times for wired PCs. The library would also save the load on its network and patrons could access the Internet from anywhere in the library, regardless of available networking ports. The design of the system will take into account the library's physical and internal infrastructure to pinpoint the optimal number and location of access points to avoid forgotten areas or weak signal points.

Security

The building will be protected by a security system with a main control panel. This system includes an emergency panic alarm at the desk. A pair of materials-theft security pedestals will be installed at each lobby entrance/exit to the library.

G. Technology Environment

Coordination of facilities and technologies is more critical than ever based on the importance technology plays in delivering library services. In the design of the new facility, we have carefully considered environmental and power requirements to support the various technologies described in this plan. The intent is to install a wiring capability that not only provides interoperability for existing networking technologies, but also anticipates future growth by allowing for efficient reconfigurations and additions.

Power and Cabling

- Structured wiring standards will be employed so that all active equipment (servers, hubs, etc.) is securely located in a separate telecommunications room.
- Independent temperature and humidity controls will be installed for the telecommunications room to accommodate the heat load produced by technology hardware. Adequate ventilation and air circulation will also be taken into account.
- An Uninterrupted Power Supply (UPS) for computer equipment will be installed in the telecommunications room to provide power backup and to guard against surges and fluctuations.
- Separate electrical circuits will be provided to ensure a clean power source for each area of the building.
- Sufficient electrical outlets will be conveniently located throughout the library to facilitate the relocation of furniture and shelving, and to allow for additional workstations and utilization of laptop computers or telecommunication devices which may be available in the future. Fourplex (quad) outlets will be standard throughout the facility.
- Duplex communications outlets (one voice and one data) will be co-located with associated power outlets.
- Category 6 Ethernet cable will be used for all data transfer. Multiple runs will be installed to ensure there are adequate jacks for the equipment in all areas of the library, including

telephones, fax machines, and computers. Using Category 6 wiring ensures that networking technologies running at 100 Mbps and 1 Gbps can be easily supported.

- Each cable run will be tested to ensure it meets or exceeds the electrical performance specifications for the intended application.
- All conduits will be a minimum of ¾" in diameter or larger and allow for the inclusion of additional expansion cables.
- A duct bank for future fiber optic, cable and/or CATV cabling will connect to Juanche Street. This design element ensures the technology infrastructure of the library can be moved and/or updated as needed in the future.

Wire Management

- Wiring will be color-coded to distinguish data, from phone, and other systems such as public address.
- Wiring in all voice and data workstation locations will be clean and organized.
- Library furniture for staff and public will incorporate cable management systems.
- Each wall plate jack will be labeled with a unique identifier that corresponds to a jack on a patch panel in the communications closet.

Data Network

- The data network is designed to accommodate future changes in products and technology and to facilitate ongoing maintenance. For example the system is designed to provide redundancy in order to take parts of the network out of service with limited impact on users.
- Specifications for new equipment include compatibility with voiceover TCP/IP protocol. This will allow the library to integrate its phone system with the existing network to reduce phone charges.
- Installation of a manageable/smart switch to separate the staff local area network (LAN) from the public LAN. By keeping the staff subnet separate from the public subnet, the library can provide better security and network traffic flow.
- Private IP subnets allow the library to assign up to 255 addresses for public use and 255 addresses for staff use at this facility. This is more than adequate to provide for future technology growth.

Acoustics

The Meeting Room/Homework Center is designed to be acoustically isolated from other areas of the library to provide an appropriate environment for concentrated study, training events and programs. Sound equipment will be strategically placed to optimize delivery by speakers and reception by participants.

Lighting

Lighting will be zoned and dimmable in the Meeting Room/Homework Center to provide control of the lighting levels in different areas of the room.

In-House PC Support

The Tranquillity Library will benefit from two levels of support by virtue of its participation in a countywide branch system, as well as the larger cross-county consortium. Fresno County Library has a staff of three full-time and ten part-time technical support professionals that provide the primary support for the functionality of all computer hardware, software and peripheral devices. A second tier of technical support is available through SJVLS.

Additional infrastructures are in place that strengthen and direct the information technology systems of the library. For example, the Electronic Tools and Collections Work Group is a forum comprised of rotating staff members from public and support services departments and is chaired by the Electronic Resources Librarian. Their purpose is to discuss and decide issues related to the library's provision of electronic databases, its catalog, web pages, and productivity resources for the public. A representative of Technical Support Services and the Web Development Librarian also serve on this group. They are responsible for developing designs and technical solutions in their respective areas to implement the library's public service objectives.

Staff Technology Training

Fresno County Library supports professional development at all levels and encourages library staff to develop expertise in the use of technology, and to develop their teaching and training skills so they may instruct patrons and other staff in the use of our databases and other online services. Library staff can access technology training to develop new skills and enhance their knowledge through in-house training, Fresno County Information Technology Service Department classes, and contracted courses and workshops. For example, InFopeople often holds seminars in Fresno which are attended by staff from the surrounding areas. Fresno County Library's Training Coordinator designs, coordinates and schedules all staff training.